

National Certified Public Manager®

National Certified Public Manager® - New in Missouri –The CPM program is designed to enhance the management skills of today's emerging leaders in public administration. The Management Development Institute (MDI), College of Business Administration, is working in partnership with the Masters in Public Administration (MPA), College of Humanities and Public Affairs at Missouri State University to develop and deliver the CPM program in Missouri.

To earn the CPM designation, participants must complete the 305 hour course of study consisting of:

Phase I	Hours
▶ Management Academy*	56
Phase II	
▶ CPM Workshops	154
▶ Capstone Project	50
▶ Reading and assignments	<u>45</u>
Total Program hours	305



Management Academy for Public Managers

Phase 1

56 Contact hours

Phase I-Management Academy is an open enrollment program available to any Missouri public, government or non-profit employee who wishes to participate. This program is the prerequisite for graduating. Phase I may be taken prior to, concurrently with or following the completion of Phase II. In any scenario, Phase I requirements must be completed within two (2) years after enrollment in Phase II-CPM.

*Public (state, city, county) or non-profit organizations structured supervision/management internal training programs may be substituted for the Management Academy if the training program meets content qualifications set forth by the Management Development Institute. Approved internal training programs can meet the 56 hour requirement in full or in part.

State agencies/employees may obtain Phase I hours by attending specific Division of Personnel programs or other programs offered by the employee's agency that have been pre-approved by MDI.

City/County internal training programs may be counted/transferred in toward the Management Academy requirements after preapproval by MDI.

All course outlines must be submitted to MDI for pre-approval. A comparable course should show at least 56 contact hours. If an organizations program is less than 56 hours, select days can be taken from MDI offerings or for state employees, from the Division of Personnel to make up the difference. MDI will work with each organization to review internal training program content.

Previous participation and completion of MDI's Supervision Certificate or Supervision Boot Camps can count for the Management Academy.

The next Phase I-Management Academy class is scheduled to begin June 2010.

Management Academy Program Schedule

The Management Academy is an interactive program that features planning exercises and action learning simulations to gain new insights and develop real strategies for improving supervision and management skills. The key program components include learning modules, assessment instruments and application exercises all lead by expert MDI faculty. Each participant will develop an action plan to ensure they are increasing the transfer of knowledge to their workplace.

June 8-11, 2010 (Tue. – Fri.) 8:30 AM – 4:30 PM

Topics			Duration	
Day One	AM	Roles, Expectations and Responsibilities in the Changing Landscape of the Workplace	3.5	
	PM	Effective Managerial Communication	3.5	7.0
Day Two	AM	Interpersonal Relationship Building	3.5	
	PM	The Managers Role in Human Performance Management	3.5	7.0
Day Three	AM	Coaching for Improved Performance	3.5	
	PM	Supervising Teamwork and Cooperation	3.5	7.0
Day Four	AM	Successful Conflict Resolution	3.5	
	PM	Mutual Interest Negotiation Skills	3.5	7.0
			Total	28.0

October 18-21, 2010 (Mon. – Thur.) 8:30 AM – 4:30 PM

Topics			Duration	
Day One	AM	The Managers Role in a Changing Environment	3.5	
	PM	Real World: Risk Taking Decision Making and Problem Solving	3.5	7.0
Day Two	AM	Managing Priorities and Successful Delegation	3.5	
	PM	Continuous Process Improvement	3.5	7.0
Day Three	AM	Maintaining a Health & Safe Working Environment	3.5	
	PM	Delivering Exceptional Customer Service	3.5	7.0
Day Four	AM	Creating and Maintaining an Ethical Workplace	3.5	
	PM	Situational Leadership®	3.5	7.0
			Total	28.0

Managers in the public arena today face a world of tremendous change and challenge. This program is designed for new and experienced managers who want to keep their knowledge and skill consistent with, or a step ahead, of the demands of the work place. The "Academy" has been designed to build skills in the basic competencies that manager's need most in leading employee's to greater individual, team, and organizational performance.

Time: Daily 8:30 am – 4:30pm

Location: MDI Offices at MSU campus, Springfield, MO.

Management Academy Fee: \$1395 includes 8 days of training and substantial resource materials. Payment and billing options are available.



Certified Public Manager Phase 2 Missouri CPM Outline

To acquire CPM certification, all participants must complete the entire 249 hour CPM program consisting of workshops, assignments and capstone project. No substitutions are permitted for this portion of the program. Participants must complete a CPM application and receive pre-approval from their supervisors or departmental manager. Class size is limited to 30 participants per cohort.

Cohort members experience a blended In-class and On-line learning format. The program includes 7 in-class sessions held over three separate conferences, 15 on-line sessions, and 45 hours of self study. Resources and instructor/participant dialog will be available on a CPM web site.

CPM – February, 2010 – December, 2010

Pre-reading on-line assignment completed before CPM Orientation Conference:

Feb.22- Mar.12

Leadership Challenge (Kouzes & Posner) Book reading assignment

Leadership Challenge - LPI (Leadership Practices Inventory) Online Assessment

- LPI 360° feedback obtained online from co-workers

March 2010 CPM Orientation Conference, MSU Campus, Springfield, MO		
In-class Wed. 3/17	Orientation /Cohort Networking/ Capstone Project Overview	
In-class Thur. 3/18	<i>Leadership Challenge</i> – Overview – Model the Way	LPI Assessment feedback 360° Feedback debrief
On-line 3/18-31	Public Service 101	
Reading/online assignment after class: <i>Leadership Challenge</i> Book reading & Workbook assignments <i>The One-Page Project Manager</i> , (Campbell, Hoboken)		21 course work hours 9 self study hours 30 total hours
April 2010 On-line Sessions		
4/5-16	<i>Leadership Challenge</i> - Inspire a Shared Vision - Challenge the Process	
4/19-30	Project Management and Personal Productivity	
Reading/online assignment: <i>Leadership Challenge</i> Book reading & Workbook assignments Prepare Capstone Project Plan		14 course work hours 6 self study hours 20 total hours
May 2010 On-line Sessions		
5/1-14	<i>Leadership Challenge</i> – Enable Others to Act – Encourage the Heart	
5/15-29	Managing Information and Information Technology	
Reading/online assignment: <i>Leadership Challenge</i> Workbook assignment Review Capstone Project Plan		14 course work hours 5 Capstone

<i>Strengths Finder 2.0</i> , Rath, Complete on-line assessment		6 self study hours 25 total hours
<u>June 2010 On-line Sessions</u>		
6/5-16	Self Knowledge – The Foundation of Leadership <i>Strengths Finder</i> Debrief	
6/19-30	Leadership and Organizational Culture in the Public Arena	
Reading/online assignment: Prepare Capstone Project Plan <i>A Practical Guide for Policy Analysis</i> , (Bardach, Eugene)		14 course work hours 5 Capstone 3 self study hours 22 total hours
<u>July 2010 Capital Conference, Jefferson City, MO</u>		
In-class Wed. 7/14	History and Culture of Politics in Missouri: State Government and Legislative Process/Advocacy	
In-class Thur. 7/15	Contemporary Issues in Public Administration Capital Tour, Program Networking & Capstone	
In-class Fri. 7/16	Policy Analysis: Rule Making, Implementation and Administration	
Reading/online assignment after class: Capstone Project Assignment <i>Orbiting the Giant Hairball</i> – MacKenzie, resource book for creativity, innovation & decision making		21 course work hours 7 self study hours 5 Capstone 33 total hours
<u>August, 2010 On-line Sessions</u>		
8/1-15	Safety and Security in the Public Sector (Emergency Management/Homeland Security)	
8/16-31	Intergovernmental Relations	
Reading/online assignment after class: Capstone Project Assignment		14 course work hours 5 Capstone 19 total hours
<u>September, 2010 On-line Sessions</u>		
9/1-17	Legal Issues for Public Managers	
9/18-30	Public Personnel Management	
Reading/online assignment after class: Capstone Project Assignment <i>The Five Dysfunctions of a Team</i> - Lencioni		14 course work hours 7 self study hours 10 Capstone 31 total hours
<u>October, 2010 On-line Sessions</u>		
10/1-15	Financial Management for State and Local Government	
10/18-30	Financial Management for State and Local Government - Budgeting	
Reading/online assignment after class: Capstone Project Assignment		14 course work hours 10 Capstone 24 total hours
<u>November, 2010 On-line Sessions</u>		
11/1-15	Managing and Motivating the Different Generations (Diversity) Succession Planning	
11/16-30	Leading People with Personal Integrity (Social Intelligence)	
Reading/online assignment after class:		ST Assessment

Capstone Project Assignment Participants will prepare a 5-10 minute overview oral presentation and PowerPoint presentation of their capstone.		14 course work hours 10 Capstone 24 total hours
<u>December, 2010 Capstone/Graduation Conference, Jefferson City, MO</u>		
In-class Wed. 12/15	Situational Leadership LEAD Self, Situational Leadership Assessment Or Influence without Authority (Persuasion) / Ethics and You	
In-class Thur. 12/16	Submission of written Capstone project and Oral Presentations	
		14 course work hours

Missouri CPM Program Summary

Meets National Consortium Requirements

<u>Management Academy</u> Phase I	Workshop Days (7 hours)	Reading & Assignment Hours	Capstone Project Hours	Total Hours per Month	Total Hours Phase I
June 8-11, 2010	4			28	
October 18-21, 2010	4			28	
Total	8 Days			56	56
<u>Certified Public Manager</u> Phase II	Classes (7 hours each)	Reading & Assignment Hours	Capstone Project Hours	Total Hours per Month	Total Hours Phase II
February, 2010 Pre-Reading and assignments		7		7	
March, 2010 Orientation Conference	3	9		30	
April, 2010	2	6		20	
May, 2010	2	6	5	25	
June, 2010	2	3	5	22	
July, 2010 Capital Conference	3	7	5	33	
August, 2010	2		5	19	
September, 2010	2	7	10	31	
October, 2010	2		10	24	
November, 2010	2		10	24	
December, 2010 Capstone/Graduation Conference	2			14	
Total Hours	154	45	50	249	249
Total Combined Hours Phase I & II					305